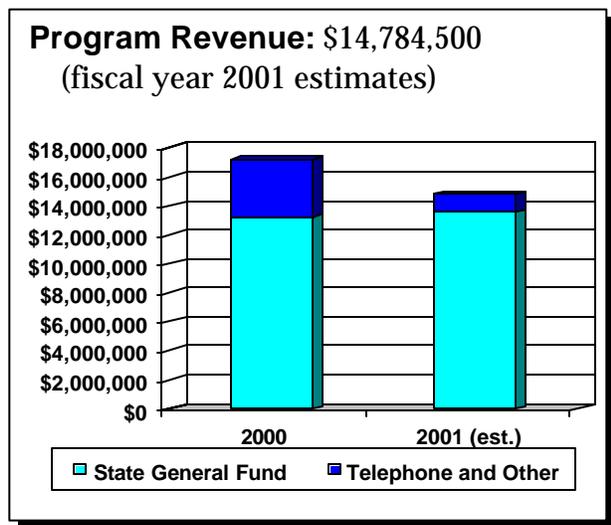


Program Fact Sheet

**Arizona Department of Corrections
Administrative Services**

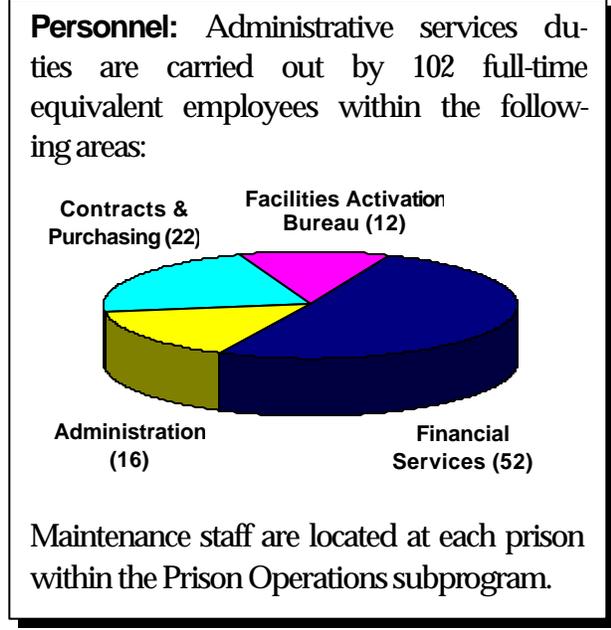
Services: The Administrative Services subprogram supports the Department in several areas, including: **1) payroll, accounting, contracts administration, purchasing, equipment inventory, inmate banking, and fleet management; 2) facilitating the construction of new prisons and renovating and remodeling the ten existing state prison complexes; 3) officer remodeling, janitorial, and maintenance services, and mail delivery; and 4) safety and environmental assessments and regulatory compliance.**¹



Facilities: The Administrative Services subprogram is operated from three central office locations in Phoenix, at 2200 North Central Avenue, 2005 North Central Avenue, and 363 North First Avenue. All three facilities are leased from private owners.

Equipment: The Department uses the following equipment to carry out administrative services responsibilities:

- 4 sport utility vehicles
- 5 pickup trucks
- 139 computers
- 229 radios
- 13 vans
- 23 sedans
- 74 printers
- 178 pagers



¹ The scope of this audit did not include a review of payroll and accounting functions, janitorial and mail services, or safety and environmental assessments of the Administrative Services subprogram. Additionally, inmate banking and fleet management were reviewed as part of the Department of Corrections Support Services audit.

Administrative Services Mission:

“To provide effective and efficient services in finance, facilities construction and renovation, tenant services, and environmental safety to enable the Department’s programs to achieve their goals.”

Subprogram Goals and Performance Measures:

- To improve Administrative Services Division operations;
- To improve Administrative Services Division customer service; and
- To provide technical assistance to facilitate compliance with regulatory requirements.

Adequacy of Goals and Performance Measures:

A review of the Administrative Services subprogram’s goals and performance measures indicates that it should develop more specific goals to meet the subprogram’s mission and develop additional performance measures. Specifically,

- The first two goals are overly broad and do not clearly identify the desired results.
- The Department should establish quality measures. Quality measures emphasize reliability or responsibility to the customer or stakeholder, such as timeliness of invoice payments.
- The Department should establish efficiency measures. Efficiency measures reflect the cost of providing services, such as maintenance of buildings per square foot or cost-effectiveness of construction projects.
- The Department should establish outcome measures. Outcome measures indicate the results achieved and whether the subprogram is meeting proposed targets, such as time to complete construction projects or major building renovations.